



PBS Customer Forum Series – Q & A



Topic: GSA 24x7 Overview of Online Self-Service Tools

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Session Links:

- PBS Customer Dashboard
 - Learn more at www.gsa.gov/PBScustomerdashboard
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Gaining access to GSA systems has been difficult in the past. Is there any thought to making access a simpler process?

Answer - We are trying to improve the process for gaining access to Kahua. For full system access users will still be required to have a Federal background check or equivalent. We are also pursuing more limited access for users that do not have a background check.

Will access require regular recertification, like with eOA?

Answer - To maintain system integrity and IT security, every system requires annual user recertification.



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Using Kahua, will the GSA and Customer view be similar so we can “talk through” what we both see in the tool?

Answer - Yes!

When will the customer module be available for Kahua? Do I still need to use ALL these tools, if I have Kahua? Does any one replace the other? Or how do they work together?

Answer - Customers will be given access to Kahua late spring/early summer of 2022. Other GSA tools will still be available. Kahua, however, will be pulling some data from these tools, so you may not have to open other tools to get the information you need.